

FIG. 1

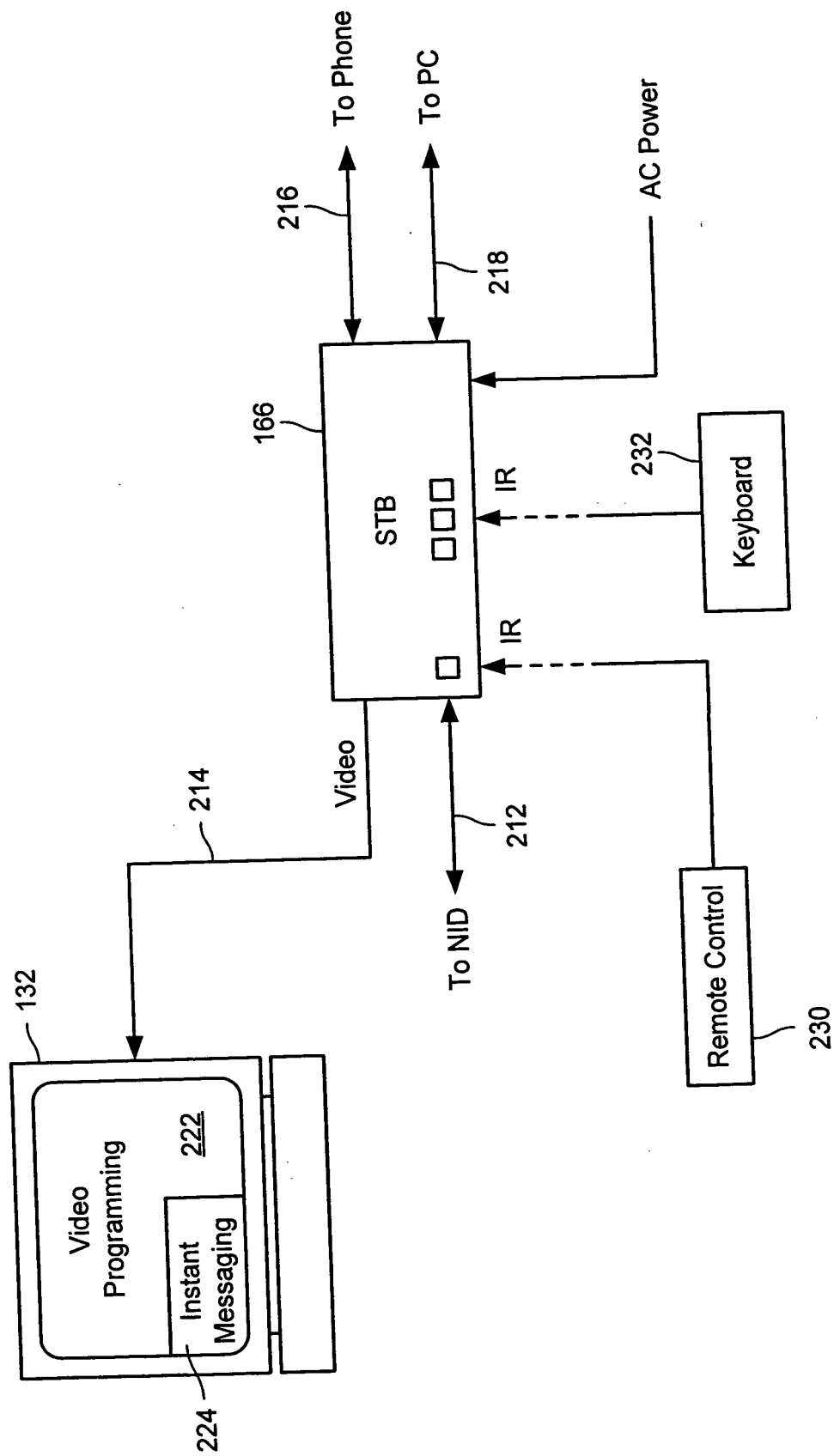


FIG. 2

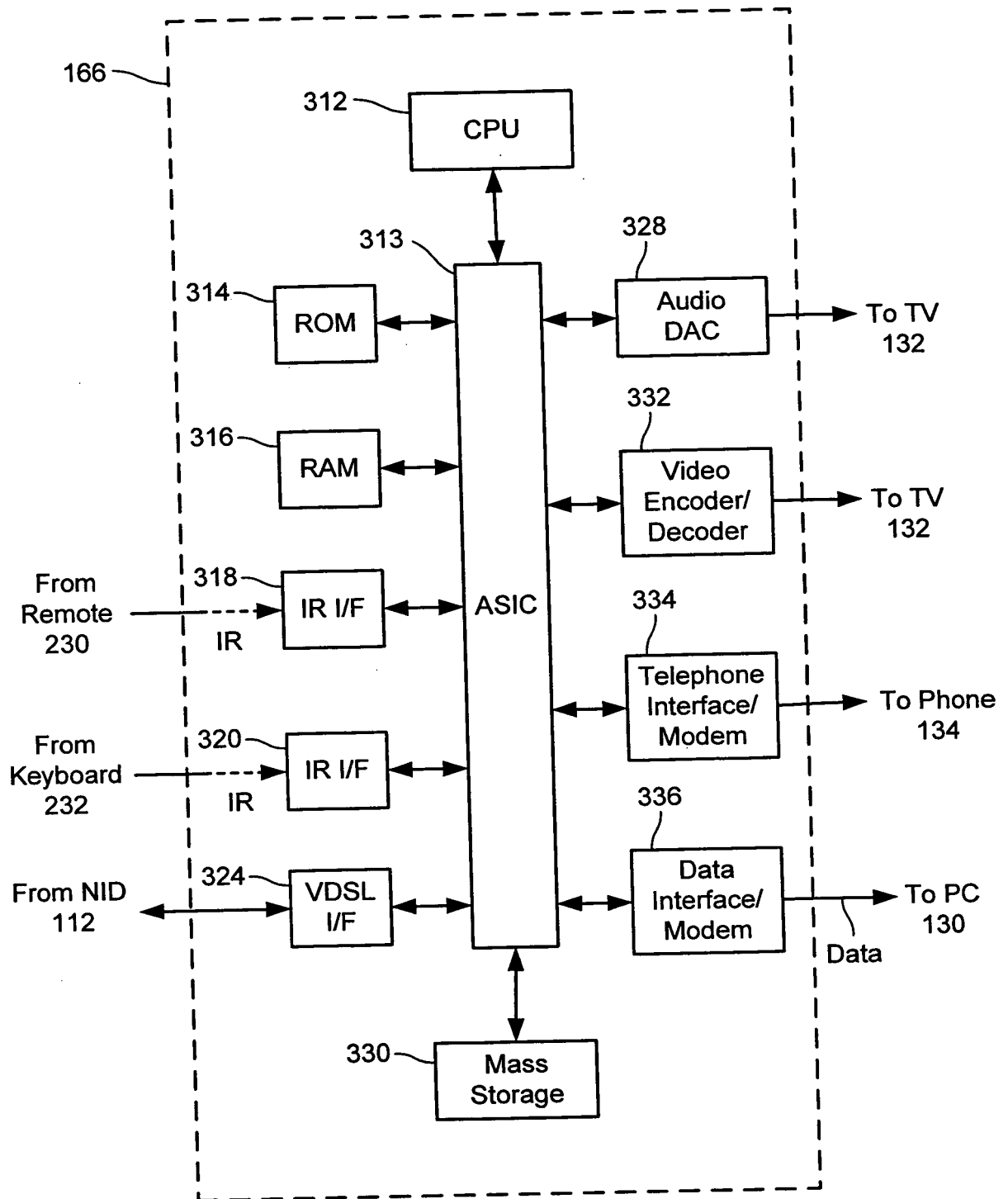


FIG. 3

410

jsmiths Profile

File Edit View Favorites Tools Help

Back Home Stop

Address <http://profiles.im.com/jsmith>

jsmith's Profile

| Profile Stats | Basics |
|--------------------------------|---|
| 416 Last Updated 11/20/2003 | 414 ~ User ID: jsmith |
| | 418 ~ Real Name: James Smith |
| | 420 ~ Location: Denver, Colorado |
| | 422 ~ Age: 22 |
| | 424 ~ Marital Status: Single |
| | 426 ~ Gender: Male |
| | 428 ~ Occupation: Student |
| | Telephone No.: 303-555-1234 |
| | 430 ~ Profile <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private |

FIG. 4

510

The image shows a screenshot of a software window titled "Message Lists". The window has a menu bar with "Login", "View", "Tools", and "Help". The main content area is titled "Friends for jsmith" and displays two lists. "List No. 1" contains four entries, each with a status indicator (a downward arrow), a name, and a relationship. "List No. 2" contains two entries with status indicators and names. At the bottom, there are two lines of text: "Accept calls (Y/N): Y" followed by a line number "516", and "TV Show: Friends" followed by a line number "518".

| Friends for jsmith | | |
|--------------------|----------|-----------|
| List No. 1 | | |
| ▼ ON | jjohnson | Friends |
| OFF | rjones | ABC 20/20 |
| ON | smiller | Friends |
| ON | groe | Friends |
| List No. 2 | | |
| ▼ OFF | bsmith | |
| OFF | ljones | |

Accept calls (Y/N): Y — 516
TV Show: Friends — 518

FIG. 5

610

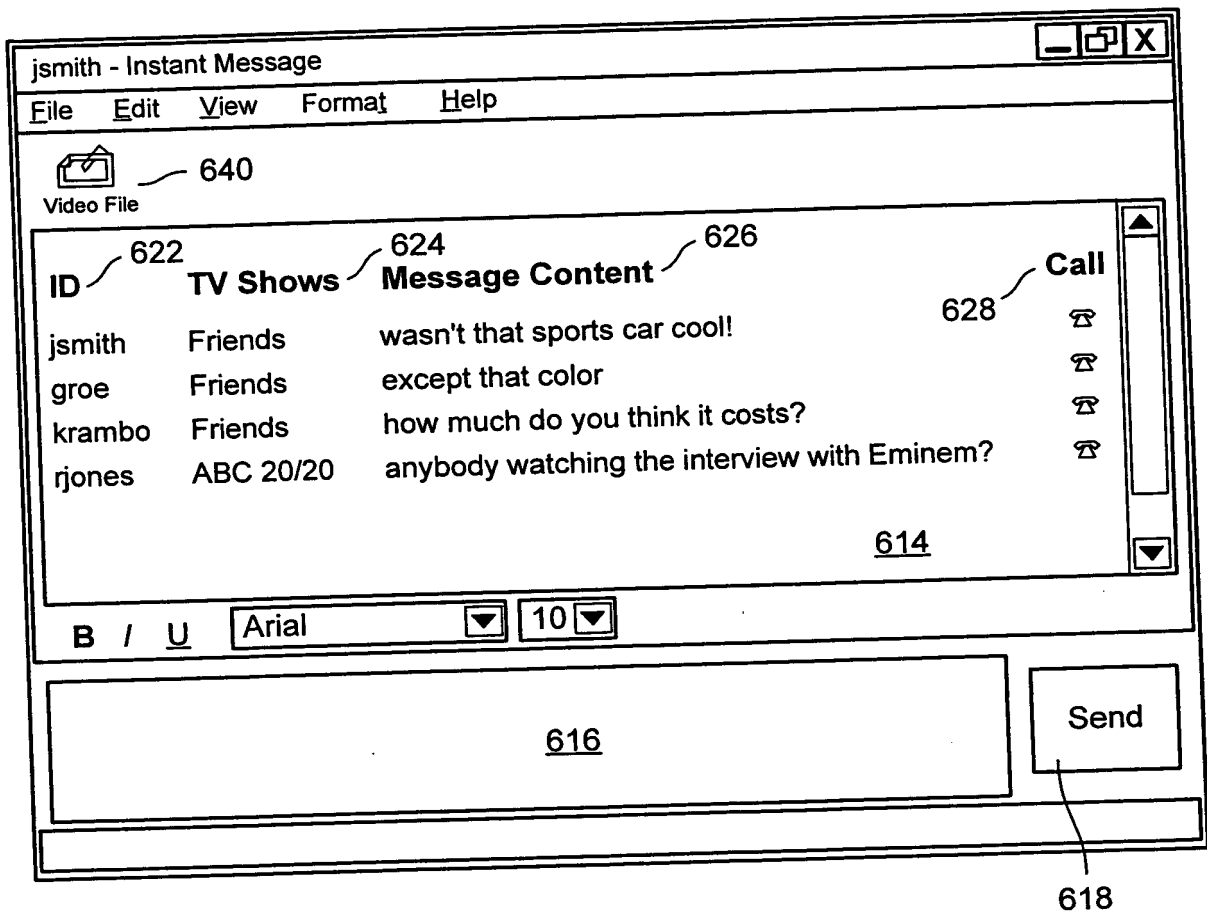


FIG. 6

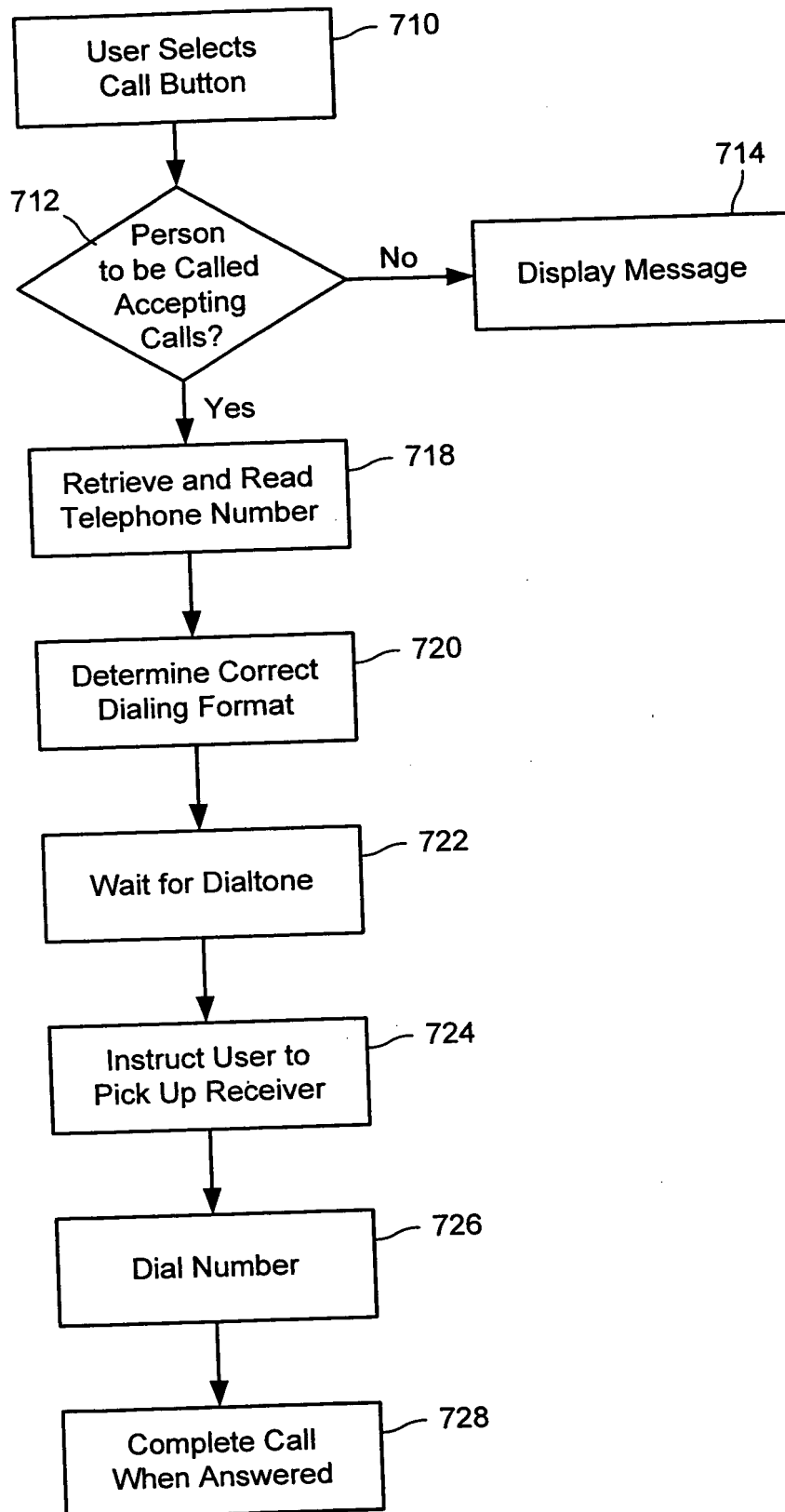


FIG. 7

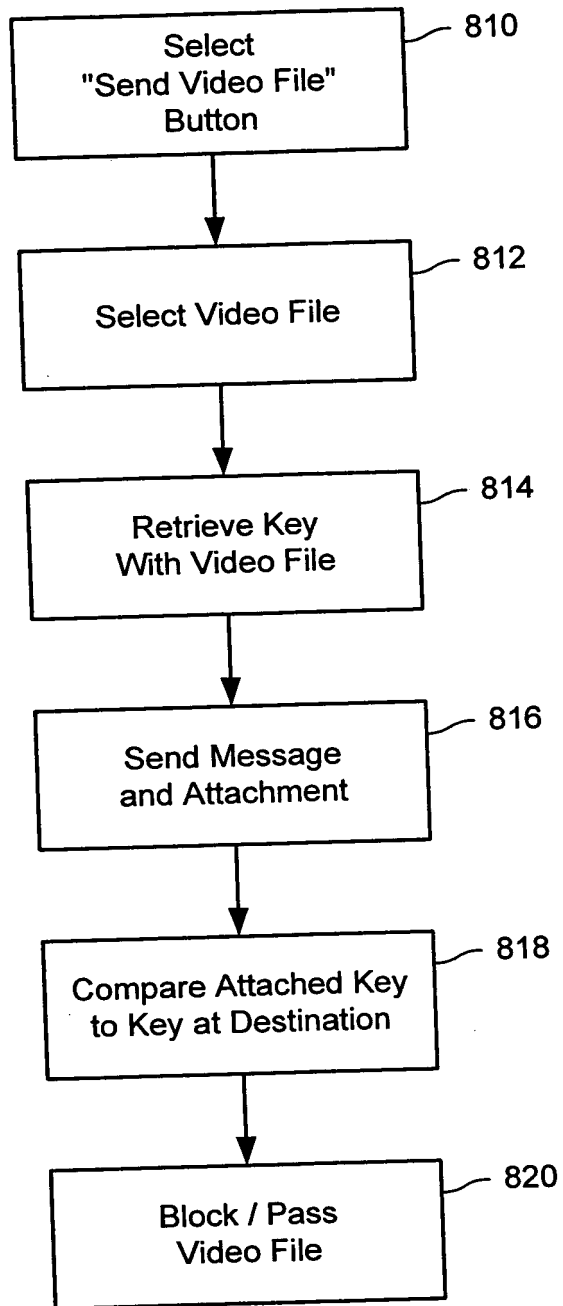


FIG. 8

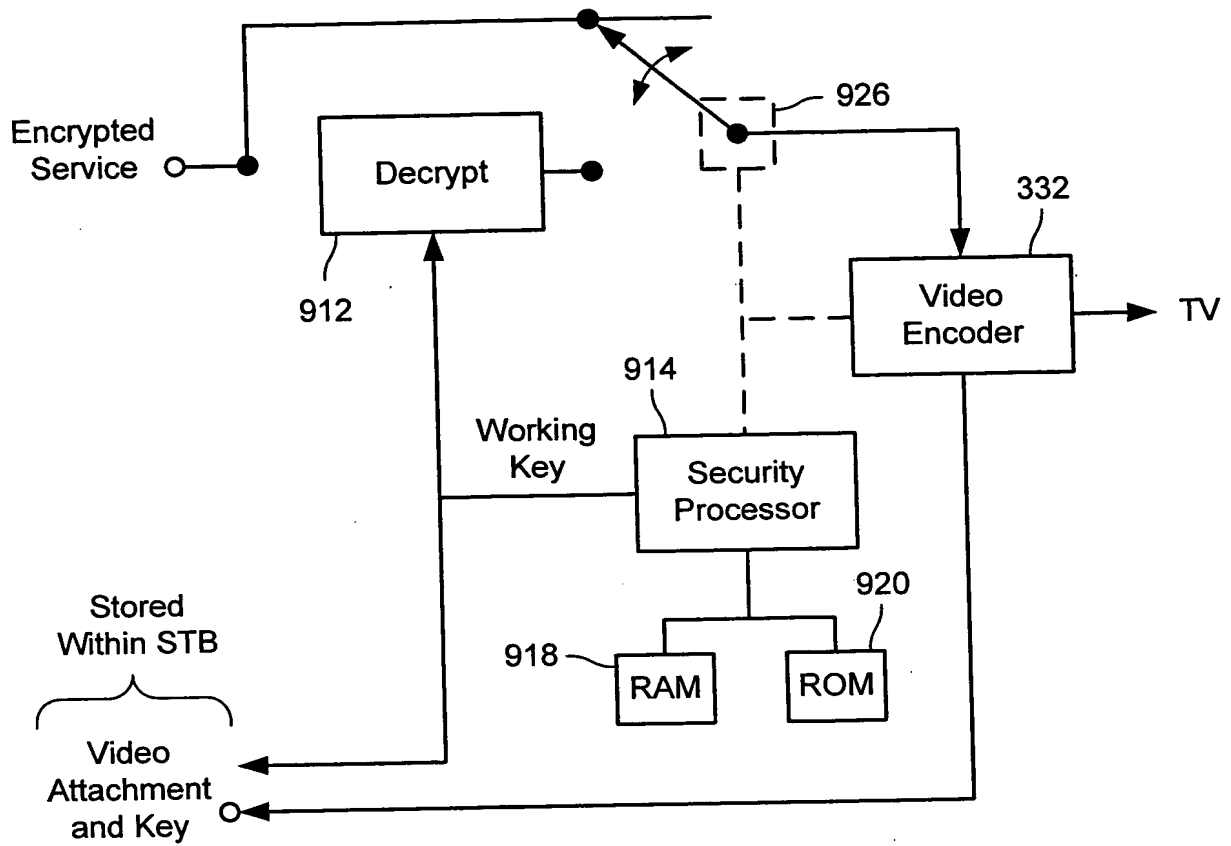


FIG. 9

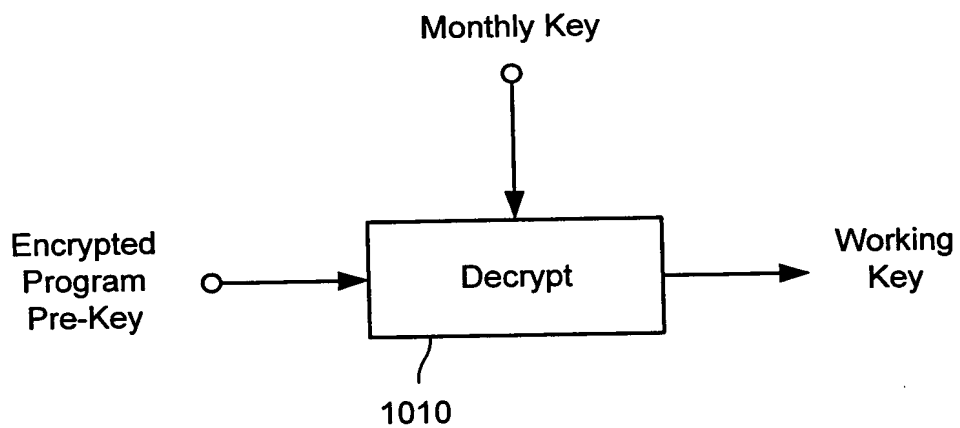


FIG. 10

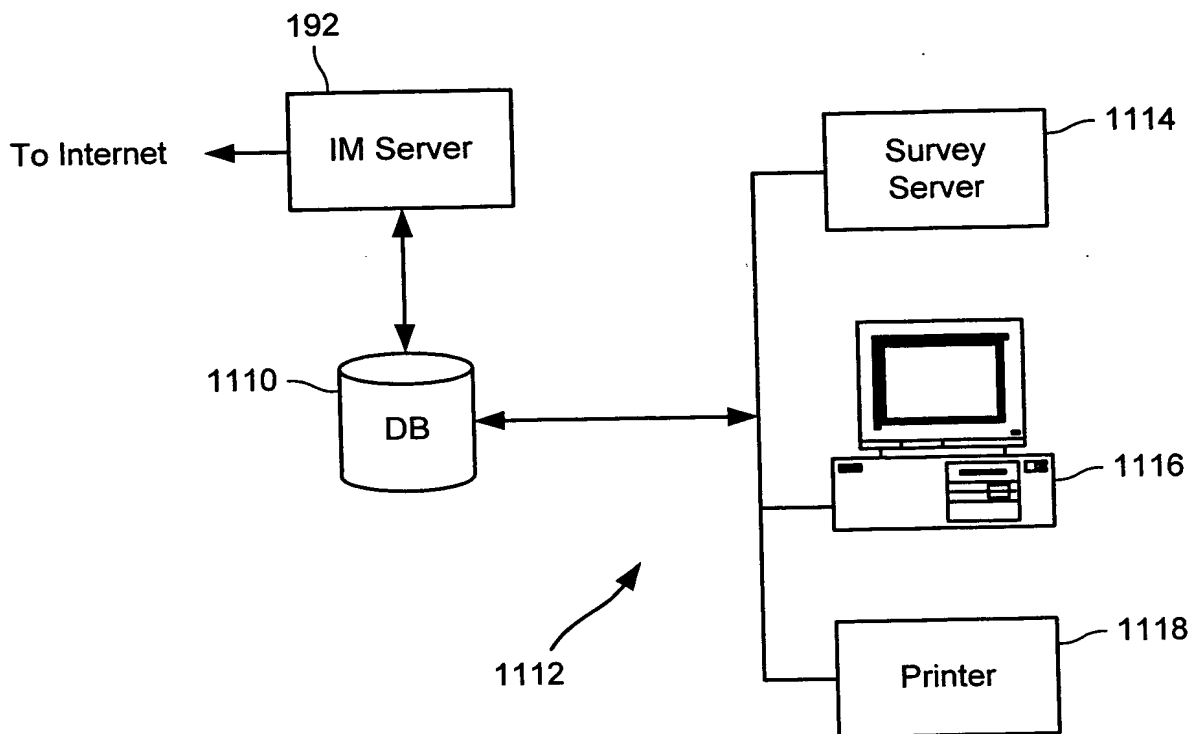


FIG. 11

TV Show A

| Time | No. of Users | Viewers | Trend | Mail Activity | Phone Activity |
|--------|--------------|-------------|-------|---------------|----------------|
| 8:15PM | 5,432 | 3,210 (59%) | Up | High | High |

FIG. 12